The user ID of the team member who typed the last message (user ID of the last action).

Step 10. After the received voicemail has been handled, one of the authorized users can archive the Collaboration Space. When the Collaboration Space is archived it is automatically removed (hidden) from the Chat Room. The Collaboration Space can continue to be accessed via the link from the corresponding WfM System record.

Step 11. The corresponding record in the WfM System is automatically updated with

The status 'Complete'.

The date and time stamp of when the corresponding Collaboration Space was archived and

The ID of the team member who archived the Collaboration Space.

Step 12. A new text message is received through one of the company's auto attendant numbers.

Step 13. A new Collaboration Space is automatically created for the received text message in the corresponding Chat Room (e.g., 'CHQ Auto Attendant Texting'). The title of the new Collaboration Space is <Caller ID>+<date and time stamp>(e.g., '617-555-1212|7/15/2018 10:13:10').

Step 14. A new message is automatically posted in the new Collaboration Space with the content of the received text message, the phone number of the external party and the date and time stamp. E.g., "617-555-1212|7/15/2018 10:13:10" (see FIG. **8**).

Step 15. A new record is automatically added to the WfM System that contains the date and time stamp, contact's Caller ID, type (Text Message) and the name of the instance of the Communication Mechanisms (which is also the name of the corresponding Chat Room), and a link to access the respective Collaboration Space.

Step 16. When one of authorized users opens the Collaboration Space, the corresponding record in the WfM System is automatically updated with the date and time stamp of when the Collaboration Space was first accessed (Opened), and with the user ID of the Chat Room member who accessed the Collaboration Space (Opened By).

Step 17. One or more participants can type their messages to respond and exchange text messages with the contact. An authorized user can also enter private comments intended for internal use only. Private comments will not be visible to external parties. Private comments can be added with some special syntax or by using an on-screen menu. Private comments are highlighted with unique color-coding and/or formatting, for example with a different background or placed in a special box.

An authorized user can assign a Private Tag (e.g., by using a format like #tag_name). Private Tags are only visible internally and are not visible to external parties. An authorized user can also assign a Private Contact ID (e.g, @Contact_ID or @Contact_Name). Private Contact IDs are only visible internally and are not visible to external parties.

Step 18. Each time a message is entered in the Collaboration Space, the corresponding record in the WfM System is automatically updated with

The date and time stamp of when the last message was typed (date and time stamp of the last action), as well as

The user ID of the team member who typed the last message (user ID of the last action).

Step 19. After the exchange of text messages has been completed, one of the authorized users can archive the Collaboration Space. When the Collaboration Space is archived it is automatically removed (hidden) from the Chat Room. The Collaboration Space can continue to be accessed via the link from the corresponding record in the WfM System.

Step 20. The corresponding record in the WfM System is automatically updated with

The status 'Complete'.

The date and time stamp of when the corresponding Collaboration Space was archived and

The ID of the team member who archived the Collaboration Space.

Step 21. An authorized user can open an aggregated view of all Collaboration Spaces related to a specific Private Contact ID, or specific Private Tag.

With that said, some elements and components can be shuffled, interchanged, or reconfigured to cause the invention to perform an identical or similar function.

The computer-based data processing system and method described above is for purposes of example only and may be implemented in any type of computer system or programming or processing environment, or in a computer program, alone or in conjunction with hardware. The present invention may also be implemented in software stored on a computer-readable medium and executed as a computer program on a general purpose or special purpose computer. For clarity, only those aspects of the system germane to the invention are described, and product details well known in the art are omitted. For the same reason, the computer hardware is not described in further detail. It should thus be understood that the invention is not limited to any specific computer language, program, or computer. It is further contemplated that the present invention may be run on a stand-alone computer system or may be run from a server computer system that can be accessed by a plurality of client computer systems interconnected over an intranet network, or that is accessible to clients over the Internet. In addition, many embodiments of the present invention have application to a wide range of industries. To the extent the present application discloses a system, the method implemented by that system, as well as software stored on a computer-readable medium and executed as a computer program to perform the method on a general purpose or special purpose computer, are within the scope of the present invention. Further, to the extent the present application discloses a method, a system of apparatuses configured to implement the method are within the scope of the present invention.

It should be understood, of course, that the foregoing relates to exemplary embodiments of the invention and that modifications may be made without departing from the spirit and scope of the invention as set forth in the following claims.

What is claimed is:

1. A method for three-way integration of external communication mechanisms with an organization's Instant Messaging (IM) system and Workflow Management (WfM) system, wherein the IM system comprises one or more chat rooms, the method comprising:

receiving and storing a communication sent by an external party through an instance of a communication mechanism;

automatically generating a collaboration space within a chat room associated with the instance of the communication mechanism used to receive the communication;

automatically generating a message within the collaboration space and populating it with content of the received communication or information about the content of the received communication;